CLAIMS

[c1]   A method in a computer system for tracking repair of a plurality of different types of components, the method comprising:

    receiving a plurality of repair orders, each repair order indicating that a component is to be repaired;

    assigning a repair plan to each repair order, a repair plan having one or more repair steps, each repair step indicating a service to be performed to repair the component indicated in the received repair order; and

    processing the received repair orders by, for steps of the assigned repair plan,

        receiving a selection of the repair order by a repair technician;

        receiving a selection of a repair step of the repair plan for the selected repair order;

        providing to the repair technician description of the service to be performed on the component at the selected repair step; and

        receiving an indication that the selected repair step has been completed.

[c2]   The method of claim 1 wherein a standard plan for repairing components of the type of the repair order is assigned to the repair order.

[c3]   The method of claim 1 wherein a repair plan that is customized for the received repair order is assigned to the received repair order.

[c4]   The method of claim 1 wherein a plan has an associated inspection form for collecting information relating to an inspection of the component.

[c5]   The method of claim 1 including coordinating approval of the assigned repair plan.

[c6]   The method of claim 1 wherein a component comprises one or more sub-components, each sub-component having its own repair plan.

[c7]   The method of claim 1 wherein the provided description is a method sheet.

[c8]   The method of claim 1 wherein a repair step includes multiple repair sub-steps.

[c9]   The method of claim 1 including storing information indicating progress of the processing of each repair step of a repair order.

[c10]   The method of claim 9 wherein each repair order is associated with a customer and providing customers with access to the stored information for their repair orders.

[c11]   The method of claim 9 including using the stored information when designing components.

[c12]   The method of claim 1 wherein the service of the repair steps may be performed at different repair stations.

[c13]   A computer system for tracking repair of a plurality of different types of components, comprising:

    a receive repair order module that receives repair orders indicating components to be repaired;

    an assign repair plan module that assigns a repair plan to each repair order, a repair plan having one or more repair steps indicating

services to be performed to repair the components indicated in the received repair orders; and

a process repair order module that processes the received repair orders by receiving a selection of the repair order by a repair technician, receiving a selection of a repair step of the repair plan for the selected repair order, and receiving an indication that the selected repair step has been completed.

[c14]   The computer system of claim 13 wherein the assign repair plan module assigns to a repair order a standard plan for repairing components of the type of the repair order.

[c15]   The computer system of claim 13 wherein the assign repair plan module assigns to a repair order a repair plan that is customized for the received repair order.

[c16]   The computer system of claim 13 wherein a repair plan has an associated inspection form for collecting information relating to an inspection of a component.

[c17]   The computer system of claim 13 including an approve repair order module that coordinates approval of the assigned repair plan.

[c18]   The computer system of claim 13 wherein a component comprises one or more sub-components, each sub-component having its own repair plan.
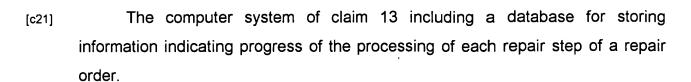
[c19]   The computer system of claim 13 wherein a repair step has an associated method sheet.

[c20]   The computer system of claim 13 wherein a repair step includes multiple repair sub-steps.

[c21]   The computer system of claim 13 including a database for storing information indicating progress of the processing of each repair step of a repair order.

[c22]   The computer system of claim 21 wherein each repair order is associated with a customer and providing customers with access to the stored information for their repair orders.

[c23]   The computer system of claim 21 including using the stored information when designing components.

[c24]   The computer system of claim 13 wherein the service of the repair steps may be performed at different repair stations.

[c25]   A method in a computer system for assigning repair plans to repair orders, the method comprising:
        receiving a plurality of repair orders, each repair order having a component that is to be repaired;
        selecting repair plans to be assigned to the repair orders, a repair plan having one or more repair steps, each repair step indicating processing to be performed to repair the component of the repair order;
        customizing the selected repair plan for the repair order; and
        receiving approval of the customized repair plan for the repair order.

[c26]   The method of claim 25 including processing the received repair orders by receiving a selection of the repair order by a repair technician;
        receiving a selection of a repair step of the repair plan for the selected repair order;

providing to the repair technician a description of the processing to be performed to repair the component at the selected repair step; and

receiving an indication that the processing of the selected repair step has been completed.

[c27]   The method of claim 25 wherein a standard repair plan for repairing components of the type of the repair order is selected.

[c28]   The method of claim 25 wherein a repair plan has an associated inspection form for collecting information relating to an inspection of the component.

[c29]   The method of claim 25 wherein a component comprises one or more sub-components, each sub-component having its own repair plan.

[c30]   The method of claim 25 wherein a repair step includes multiple repair sub-steps.

[c31]   The method of claim 25 wherein each repair order is associated with a customer and providing customers with access to information relating to their repair orders.

[c32]   The method of claim 25 wherein the processing of repair steps may be performed at different workstations.

[c33]   A computer-readable medium for controlling a computer system to track repair of components, by a method comprising:
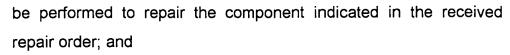
receiving a repair order indicating that a component is to be repaired;

assigning a repair plan to the received repair order, the repair plan having one or more repair steps, each repair step indicating processing to

be performed to repair the component indicated in the received repair order; and

processing the received repair order by,

receiving a selection of the repair order;

receiving a selection of a repair step of the repair plan for the selected repair order; and

receiving an indication that the selected repair step has been completed.

[c34]   The computer-readable medium of claim 33 wherein a standard repair plan for repairing components is assigned to the repair order.

[c35]   The computer-readable medium of claim 33 wherein a repair plan that is customized for the received repair order is assigned to the received repair order.

[c36]   The computer-readable medium of claim 33 wherein a repair plan has an associated inspection form for collecting information relating to an inspection of the component.

[c37]   The computer-readable medium of claim 33 including coordinating approval of the assigned repair plan.

[c38]   The computer-readable medium of claim 33 wherein a component comprises one or more sub-components, each sub-component having its own repair plan.

[c39]   The computer-readable medium of claim 33 including storing information indicating progress of the processing of each repair step of a repair order.

[c40]   The computer-readable medium of claim 39 wherein a repair order is associated with a customer and providing customers with access to the stored information for their repair orders.

[c41]   The computer-readable medium of claim 39 including using the stored information when designing components.

[c42]   A computer-readable medium containing a data structure comprising:

a repair order table having entries for repair orders;

a repair plan table having entries for repair plans;

a mapping from repair orders to repair plans;

a repair step table having entries for repair steps; and

a mapping from repair plans to repair steps.

[c43]   The computer-readable medium of claim 42 wherein an entry for a repair step specifies processing associated with that repair step.

[c44]   The computer-readable medium of claim 42 wherein an entry for a repair order identifies a component to be repaired.

[c45]   A computer system for tracking repair of components, comprising:

means for receiving a repair order;

means for assigning a repair plan to a repair order; and

means for processing the received repair order by

receiving a selection of a repair step;

providing a description of processing to be performed at the selected repair step; and

receiving an indication that the processing at the selected repair step is complete.